

# Statement of Purpose

## INTEGRAL HEALTHCARE PARTNERSHIP LTD.,

### Registered Locations:-

**(1) Woodbank Surgery, 2 Hunstanton Drive, Bury, Lancashire, BL8 1EG**

Tel: 0161 705 1630

[www.woodbanksurgery.nhs.uk](http://www.woodbanksurgery.nhs.uk)

The name and address of the registered provider is:

**Integral Healthcare Partnership Ltd., 2 Hunstanton Drive, Bury, Lancashire, BL8 1EG**

**CQC Provider ID - 1-199784035**

**Registered manager:** Miss Julie McCann of the above address

**Registered Manager ID - CON1-513166358**

Integral Healthcare Partnership Ltd., is a Limited Company.

**Company Registration No: 05542752**

**Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Integral Healthcare Partnership) is required to provide to the Care Quality Commission a statement of purpose.**

The registered activities and service types have been agreed by the Directors and Registered Manager in accordance with CQC guidance.

**The regulated activities under CQC are:**

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

**Our Aims and Objectives for delivering each of the above regulated activities:**

- Provide a high quality, safe and effective services and environment
- To provide monitored, audited and continually improving healthcare services
- To provide healthcare which is available to a whole population and create a partnership between patient and health profession which ensures mutual respect, holistic care and continuous learning and training.
- Act with integrity and complete confidentiality
- To treat all patients and staff with dignity, respect and honesty
- To improve Clinical Governance and Evidence Based Practice
- To improve Clinical and Non-clinical risk management
- To reduce risk in specific clinical risk areas and facilities
- To improve environment
- To improve vigilance for unforeseen emergencies
- To optimise performance against key targets and core standards
- To become a patient centred organisation through decision making and communication
- To safeguard both children and vulnerable adults, by ensuring that all staff receive appropriate training
- To improve services offered to patients
- To recruit, retain and develop a highly motivated and appropriately skilled workforce
- To enhance performance of the workforce
- To guide the employees in accordance with diversity and equality
- To continue the development of the Practice
- To ensure effective management and governance systems

**Our purpose is to provide people registered with our Practices with personal healthcare of high quality and to seek continuous improvement on the health status of the overall practice populations.**

**Directors of Integral Healthcare Partnership Ltd**

**MEDICAL DIRECTORS**

**Dr Raj Kumar MBBS, MRCP, DRCOG, DFFP**

**Dr A Vijay Kumar MBBS, FRCS, MRCP, DRCOG, DFFP**

**DIRECTORSHIP POSTS of Integral Healthcare Partnership Ltd.,**

Hazel Kneale – Director of Nursing & Clinical Lead for Woodbank Surgery  
Dr Neil Forsdyke – Clinical Director for Leigh Family Practice  
Dr Sudhir Malhotra- Clinical Director for Fairmore Medical Practice  
Julie McCann – Director of Operations

**Employed General Practitioners and Nurse Clinicians/Practitioners**

**(1) Woodbank Surgery**

Dr A Sarwar MBChB, DRCOG, DFRSH

Dr G Grant MBChB, MRCP

Hazel Kneale MA, BSc (Hons), Advanced Nurse Practitioner/Clinical Lead - PGC, Independent Prescribing Certificate, Diabetes Dip, RGN

Colette Taylor – Advanced Nurse Practitioner

**Other clinical staff**

**(1)Woodbank Surgery**

Sarah Anderson – Practice Nurse

Lisa Goff – Healthcare Assistant

**Management Staff:**

**(1) Woodbank Surgery**

Lisa Gregory – Practice Manager

**Premises:-**

**(1) Woodbank Surgery**

Is a purpose built health centre, owned by Integral Healthcare Partnership with private parking for staff and patients. These modern premises offer all clinical services on the ground floor, with staff working and rest areas on the first floor.

**The services provided by Integral Healthcare Partnership at all of its registered locations are:**

- Routine medical checks and general medical services
- NHS relevant prescriptions and medications or a private prescription can be issued.
- **Immunisations:** Childhood immunisations / Foreign travel immunisations
- **Health Protection / Preventative immunisations** e.g. Influenza immunisations
- **Management of Chronic Disease**
- This encompasses a wide range of conditions which require long term treatment and care. Our priority is to ensure that this care is on-going and appropriate, we review patients medication on an annual basis. Reviews for patients with CHD, Diabetes, Stroke, Respiratory Conditions, Epilepsy are held throughout the year
- **General Nursing Care**
- Our nurses provide well person checks, new patient checks, blood pressure monitoring, travel advice, as well as performing vaccinations and cytology (smear clinics). Clinics are provided for ECGs, 24hr ABPM (Blood pressure monitoring), Spirometry (lung function tests) and Lifestyle management, weight loss, exercise and smoking cessation advice - for patients who want to lose weight and maintain a healthier lifestyle.
- **Family planning and Contraceptive Services**
- This is provided by Doctors and Nurses. Nurses are able to provide follow up contraception monitoring for all methods initiated by the doctor
- IUCD fit / Depo Provero injections and oral contraception available
- **Midwifery**
- The community midwives hold their own clinics at the Practice sites. They supervise antenatal care and liaise with the General Practitioners.
- **Minor surgery**
- Minor Surgery is offered for dermatology related concerns.
- **Cervical screening**
- The practice nurses are qualified to carry out cervical screening and tests in the form of cervical smears.

Our practice ethos is to strive towards a partnership between patients and health professionals based on the following:

**Mutual Respect**

We endeavour to treat all our patients with dignity, respect and honesty. Everyone at Integral Healthcare Partnership is committed to deliver an excellent service. We encourage patients to highlight any discrepancies and to offer the same commitment in return.

**Holistic Care**

We treat patients and illnesses. This means that we are equally interested in the physical, psychological and social aspects of your individual care.

**Continuity of Care**

Building and maintaining a strong relationship between doctors, health professionals, and patients is essential to the way we work. This is especially so in the management of ongoing problems or long-term illness. In these circumstances we would encourage you to continue seeing the same

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health professional and wherever possible we will facilitate this through our appointments system. However, if you have a new problem, the doctor or nurse that you normally see is not available, or you would like to see someone else then we would encourage you to see any of the doctors or nurses at the practice.

### **Learning and Training**

Integral Healthcare Partnership is committed to the training of our doctors and nurses all of whom are closely supervised and supported. We believe in “life-long learning” and all the health professionals here and administrative staff, undergo an annual appraisal where the goals of the individual, teams and practice are discussed and agreement reached on the way forward. Regular reviews act as a way of reinforcing effective performance, highlight areas for improvement and recognise developing strengths

We also recognise the benefit of supported learning for our patients and families in enhancing your ability to manage and deal with both ‘self-limiting’ and long-term illnesses

### **Access to Patient Information**

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care

Confidential patient data will be shared within the healthcare team at the Practices and with other healthcare professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent, unless it is a matter of life and death or there is a serious risk to the health and safety of the patients or it is overwhelmingly in the public interest to do so.

In these circumstances the minimum identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose

That individual will also have professional and/or contractual duty of confidentiality. Data will otherwise be anonymised if possible before disclosure if this would serve the purpose for which data is required

### **Data Protection Policy**

The organisation is committed to security of patient and staff records

The organisation will take steps to ensure that individual patient information is not deliberately or accidentally released or (by default) made available or accessible to a third party without the patient’s consent, unless otherwise legally compliant. This will include training on Confidentiality issues, DPA principles, working security procedures and the application of best practice in the workplace.

The organisation will undertake prudence in the use of, and testing of, arrangements for the back up and recovery of data in the event of an adverse event

The organisation will maintain a system of “Significant Event Reporting” through a no-blame culture to capture and address incidents which threaten compliance

DPA issues will form part of the organisation’s general procedures for the management of risk Specific instructions will be documented with confidentiality and security instructions and will be promoted to all staff

### **Patients Rights and Responsibilities**

Patients have a right to expect a high standard of care from our Practices and we will try at all times to provide the very best care possible within the resources available.

We require that patients take full responsibility for ensuring that they do not abuse the service. For example, it is the patients responsibility to ensure that they keep medical appointments and follow

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the medical advice given. In addition, if the medical problem is complicated or there is more than one problem to discuss, patients are encouraged to make more than one appointment.

Very occasionally, a practice/patient relationship breaks down completely. In this situation, the patient may choose to register with a different practice. The practice also has the right to remove the patient from the list. This would generally only follow a warning that had failed to remedy the situation and a patient would normally be given a specific reason for the removal

Patients have the right to express a preference of practitioner when making an appointment

**Violent Patients – Zero Tolerance**

The NHS operates a Zero Tolerance Policy with regards to violence and abuse and the practice/organisation has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person’s safety.

In this situation, we are obliged to notify the patient in writing of their removal from the list and record in the patient’s medical records the fact of the removal and circumstances leading to it. The PCT is then responsible for providing further medical care for such patients.

**Patient Participation Groups**

Integral Healthcare Partnership and its practices are committed to continually improving services by learning from and listening to its patients.

Each Practice has a Patient Participation Group and/or a Virtual Patient Reference Group and is always keen to encourage new members to join these groups.

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Signed by Registered Manager:-.....

Date: 27.03.2013

Review Date: March 2014